

OBSERVATION REPORT #77

KPMG Consulting has not received Due Dates on orders submitted.

ISSUE

KPMG Consulting has not received confirmed due dates on several order confirmations. According to Verizon South Order Business Rule¹, all order confirmations returned to CLECs should have the confirmed due date field (LSRLR DD) populated.

The following is a sample of the orders that KPMG Consulting submitted and received the order confirmation without the confirmed due date.

PON VER	LSR Sent UAD	DDD	LSC Received	DD
016041NN0X000002*AA	9/19/00 1:45 PM	9/25/00 12:00 AM	9/20/00 10:31:56	
016041NN0X000004*AA	9/21/00 3:52 PM	9/27/00 12:00 AM	9/22/00 10:31:56	

ASSESSMENT

Verizon-NJ's inability to return the order confirmations with confirmed due dates may affect a CLEC's ability to provide adequate service to its customers.

¹ Verizon South Order Business Rule, version 4.4.1, Publication date September 2000, Release date October 2000.

This observation report is for discussion purposes only and is subject to change without notice.